

# FAQ new L<sup>2</sup>P

---

## General notes and questions about the new L<sup>2</sup>P

### I lost my password. Where can I get a new one?

1. Go to the Selfservice: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice) .
2. Click on FORGOT YOUR CREDENTIALS.
3. On the next page enter you TIM-User-ID and click on SUBMIT.

The password will now be sent to your mail address, which is stored in the L<sup>2</sup>P as contact address.

### My password is not accepted. What can I do?

1. Go to the Selfservice: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice) .
2. Log in with your TIM-User-ID.
3. Gehen Sie zu ACCOUNTS AND PASSWORDS.
4. In the list of services, select LEHR- UND LERNPORTAL L<sup>2</sup>P and click on CHANGE PASSWORD.
5. In the field NEW PASSWORD insert your current or a new password and confirm it in the next line.
6. Log out and try again to log in to L<sup>2</sup>P. If it is still not working, contact the [L<sup>2</sup>P-Support](#).

### How can I change my display name in L<sup>2</sup>P?

Your display name in L<sup>2</sup>P is based on the data you provided at matriculation/engagement.

In case you have multiple forenames, you can select which of them should be shown in the L<sup>2</sup>P using the Selfservice.

1. Go to the Selfservice: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice) .
2. Log in with your TIM-User-ID.
3. Click on EDIT besides the preferred name.
4. You can now select your name to be displayed.
5. Finish the task by clicking on SAVE.

For changing further parts of your name, the data in the Registrar's Office has to be changed. Please contact the corresponding person.

### How can I change my mail address in L<sup>2</sup>P?

The mail address for the L<sup>2</sup>P can be changed in the Selfservice.

1. Go to the Selfservice: [www.rwth-aachen.de/selfservice](http://www.rwth-aachen.de/selfservice) .
2. Log in with your TIM-User-ID.



3. Besides the contact e-mail address click on EDIT.
4. In the field enter your new mail address.
5. Finish the task by clicking on REGISTER NEW CONTACT MAIL ADDRESS.

### **Can I use a separate mail address for L<sup>2</sup>P as contact address?**

The usage of L<sup>2</sup>P is linked to your TIM-User Account. Accordingly, the contact mail address that is set for your User-ID will be used by L<sup>2</sup>P. You can change the address but you need to change the mail address for your whole TIM-User Account. For now it is not possible to register a separate mail address only for the L<sup>2</sup>P.

### **How long will the room be active?**

Rooms are active for 3 semesters. In this time every function of the room can be used. Starting with the 4. Semester rooms will be in a read-only mode. Contents can be read but no new content or participants can be added. After 10 semesters the rooms will be deleted including all the content in it.

### **Are there semester-independent rooms?**

For now, rooms are linked to courses in Campus and the subdivision in semesters. Campus-Independent rooms are planned. They will be available SS 2015 earliest.

### **How can I get access to Rooms in L<sup>2</sup>P?**

For access to the course rooms in L<sup>2</sup>P you need to be a student at RWTH and register for the course in the CampusOffice. You will be added automatically to the according course room (when meeting the terms).

### **I need access to a course room but I missed the deadline. What can I do?**

First, you can contact the manager of the course room. You can find this information in the CampusOffice below the corresponding course. If this person cannot help you, please contact the Support.

### **How can I change the course room language?**

Students can change the course room language only via the preferred language set in the browser. Lecturer can select the language of the course room on creation using the Campus-System.

### **How can I log in with the Internet Explorer?**

When you are using the Internet Explorer, you need to insert „CAMPUS\“ before your TIM-User-ID. (e.g. CAMPUS\ab748596 instead of ab748596)

### **How can I insert math-formulas?**

In L<sup>2</sup>P formulas basing on LaTeX and MathML can be used. For this the formulas must be marked accordingly (e.g. Dollar-symbols for LaTeX-formulas). For viewing the formulas correctly, you need to have an actual browser with JavaScript enabled. If the formulas are not shown correctly, check your JavaScript settings and the version of your browser.



## Why are there english parts in my german course room?

Many parts of the new L<sup>2</sup>P are localized automatically according to the preferred language of the user. The settings of your browser will be used to determine what language should be used for elements like the navigation bar.

If your browser setting for preferred language is neither english nor german, english will be used by default.

## Special notes and questions for Managers

### How can I grant access to a course room for external persons? (Manager)

For logging in to L<sup>2</sup>P users need a TIM-User account. RWTH-members (students, employees) get one automatically. External persons (guest lecturers, pupils, etc.), you want give access to your course room, can create an account on receiving an invitation mail.

**BEWARE: This function is currently only available in the old L<sup>2</sup>P. As Workaround you can invite the person to an old course room and after having created an account book the person into the new room.**

1. Open PARTICIPANTS section in the course room.
2. Click on ADD MANAGER/TUTORS/EXTRA USERS. In the search field, enter the mail address of the person to be invited. When having multiple addresses, please separate them by semicolons. You can search for 50 persons at maximum.
3. Choose the Option SEND INVITATION TO. The person will get a mail containing a link with which the person can create an account. After registration the person gets added to the course room automatically.

For further questions, please contact the [L<sup>2</sup>P-Support](#).

### How much space do I have per course room? (Manager)

You can inspect your amount of storage space in the SETTINGS section. You have 4 GB available per course room. The maximum file size is 250 MB.

### How can I provide Videos in L<sup>2</sup>P? (Manager)

The course rooms in L<sup>2</sup>P have a media library. There you can provide images, audio- and video-files. In the library, videos can be uploaded, linked or embedded from streaming services like Youtube or Vimeo. The videos can be played by the integrated player.

The maximum file size is 250 MB and the maximum capacity of the course room is 4 GB. If you want to provide a bigger amount of videos or big-sized videos, you should link or embed the video.



### Provide Videos using Youtube

To use Youtube ( <http://youtube.com> ) for uploading videos, only some tasks have to be done.

1. If you do not have an Youtube account, create one on the Website.
2. To upload a video, click on UPLOAD in the top bar.
3. On the next page you can upload the video according to the instructions provided there and select the privacy policy.
4. You can add a description, name the video and click PUBLISH to make the video reachable.
5. Go to the video using the browser. Below the video click on SHARE and then on EMBED.
6. Copy the text that just appeared. (<iframe...)
7. In the media library in the L<sup>2</sup>P click the lower area of the NEW DOCUMENT.
8. In the Dropdown-Menu click on VIDEO.
9. Select PROVIDE CODE TO EMBED A VIDEO FROM THE WEB and add the title for the video und below paste the embedding code (from 6.)
10. Confirm with OK. You will be redirected to the Media Library.

For the privacy policy you have the choice of three options. Public videos can be watched and searched by anyone on Youtube. Not listed videos can be watched by anyone who has the link to the video. It cannot be searched on Youtube. Private videos can only be watched by persons you explicitly allowed to do so. Therefore every user needs an account on Youtube. In Practice for lecture videos, the first two options might be the most relevant ones.

To upload videos longer than 15 minutes, it might be necessary to verify the Youtube account. To do this just follow the corresponding instructions on Youtube.

If you are using Camtasia for your recordings you can use the export function of Camtasia to directly upload the video to Youtube. After that you only need to embed the video in L<sup>2</sup>P.

### Can I use a course room in the old L<sup>2</sup>P? (Manager)

Of course we would like to welcome you in the new L<sup>2</sup>P in WS 2014/2015. Because of the literature module is available earliest in SS 2015, you can have an old L<sup>2</sup>P room if you need to.

The change from new to old course room can be done in the SETTINGS section. In the Ribbon select the option USE OLD L<sup>2</sup>P. All links to the course room will be automatically changed and lead to the course room in the old system.

### How can I import content from previous semesters? (Manager)

Similar to the old system you can import content from previous semesters into the new course room. To do this, select the Option IMPORT COURSE in the SETTINGS section.



**Not possible to import are:** E-Mails, Surveys, Literature. E-Tests need to be imported separately in the E-Test section. You can only export the existing question pools and import it to the new system, because the Moodle-component was migrated to a newer version.

### **Is it possible to merge or aggregate course rooms? (Manager)**

Yes, Course rooms can be aggregated by the L<sup>2</sup>P-Administrator. On doing this one room will be selected as super room and the other rooms become sub-rooms. They are not accessible.

Students in the sub-rooms will be redirected to the super room and managed in separate participant-lists. The events will be managed separately too. Students will see only the events in the sub-room in which the student is registered.

### **Can a course room be deleted? (Manager)**

Course rooms can be deleted by the L<sup>2</sup>P-Administrator. Please contact the [L<sup>2</sup>P-Support](#).

### **How can I get an english course rooms? (Manager)**

On creating the room in Campus you can decide whether the language of the room should be english or german.

Many parts of the new L<sup>2</sup>P are localized automatically according to the preferred language of the user. The settings of your browser will be used to determine what language should be used for elements like the navigation bar.

If your browser setting for preferred language is neither english nor german, english will be used by default.

### **The Login with course id does not work. What can I do? (Manager)**

On creating the course room the course id (pattern 14ws-xxxxx) in Campus will be booked automatically as Manager in the course room. If there is an error in the booking progress, access with the course id is not possible.

In this case, please contact the [L<sup>2</sup>P-Support](#).

## **Support**

Tutorials and videos can be found in the L<sup>2</sup>P-help in the top right under the question mark.

In case you need further help, please contact the L<sup>2</sup>P-Support: [elearning@rwth-aachen.de](mailto:elearning@rwth-aachen.de)